

Heading	Action	Responsible	Report to	Due Date	Comments
NHG Regulatory Compliance & Organisational Capacity	Ensure the Partnership Board reviews progress as agreed with the regulator	Jake Brodetsky / Lizzie Stevens	Partnership Board	On-going	NHG updates it website on progress against the regulatory compliance plan set out for us, each quarter. The most recent update for Q3 can be found here: https://shorturl.at/L3KCT . NHG will continue reporting to the regulator until they confirm that reporting can stop.
Service Charge Tracking	To serve outstanding accounts to residents for 2023-24 and 2024-25	Jada Guest	WDCO Board Report	End of April 26 (subject to external auditors)	Acocunts have been sent to the auditors, any queries sent back to us we will aim to answer by the end of March. Following this, accounts will then be signed off and ready to send to residents. Currently we are aiming for the end of April however this is subject to external auditors. We aim to have served all outstanding prevoius year accounts(including 25-26) by September 2026 which will bring us completley up to date.
Contractual Obligations Audit & Compliance	Phase 1 – External Instruction & Legal Review	Jada Guest	WDCO Board Report	06.03.26	Relevant documentation is being reviewed by our solicitor. Update to partners expected in May, with progress monitored through NHG’s monthly operations
	Phase 2 – Internal Assessment	Jada Guest	WDCO Board Report	10.04.26	Report from solicitor expected by 31.03.26
	Phase 3 – Report to Partners	Jada Guest	WDCO Board Report	08.05.26	
Lift Performance	Replacement of lifts at Maplewood and Birchwood	Jada Guest	WDCO Board Report	2027-28	Subject to approval by the Building Safety Regulator (BSR), the modernisation works are scheduled for the 2027–28 financial year. The timetable cannot be brought forward, as it depends on approvals from government departments.
	Maplewood and Birchwood - works in progress (WIP)	Jada Guest	WDCO Board Report	Various dates in March (see detail in comments)	Automatic Transfer Switch (ATS) Replacement – Maplewood (Woodberry Grove): frequent electrical supply failures causing repeated breakdowns of Lift 1. Awaiting date for complete replacement from Fixatec. Lift Indicators – Maplewood (Woodberry Grove): Indicator fault requires a Schindler specialist. Engineer booked for 16.03.26. Control Panel Replacement - Birchwood - Lift 2 is out of service until part is replaced. Awaiting date from contractor.
	Monthly servicing and maintenance, 6 monthlty insurance inspections	Jada Guest	WDCO Board Report	Monthly / 6 monthly	This relates to all 26 lifts across the NHG managed blocks on the Woodberry Down estate.
Heat Network Billing	Resident Drop In Session with Insite and NHG Billing team	Jada Guest/ BHG Billing Team	WDCO Board Report	May	Requested Heat Network team provide dates for April and May from Insite. Awaiting confirmation, will share these once received.
Heat Network Upgrades	Watersreach & Reservoir	Jada Guest	WDCO Board Report	Completed (excluding 5 remaining flats)	Install of HIU's and rads at 5 remaining properties still outstanidng due to no access granted. Final date to be provided to all by Vital, after this legal referrals for each property will be made by the housing team.
	Rowan & Hornbeam	Jada Guest	WDCO Board Report	Forecasted start date, Sep 2026	The planned start date for the heat network upgrade is now forecast for September 2026, due to additional planning requirements. Upgrade works at will include the plant room, distribution pipework, and new HIUs, but will not include any radiator replacements.
Phase 3 Learning & Future Phase Readiness	Review 'could have gone better' notes	Jake Brodetsky	Partnership Board	Next Partnership Board	Jake to update
	Publish list of potential improvements	Jake Brodetsky	Partnership Board	Next Partnership Board	Jake to update
	Plan actions arising out of the list	Jake Brodetsky	Partnership Board	Next Partnership Board	Jake to update